

# SMART TIPS



## Before Switching Electric Suppliers

### Electric Choice in Illinois

By law, all customers of Ameren Illinois and ComEd may choose to receive their electric supply from the utility or an Alternative Retail Electric Supplier (ARES).

### Be Aware of Scammers

- Beware of agents who call on the phone or come to your door claiming to work for your authorized utility or the ICC, or use high pressure sales tactics.
- Do not share a copy of your electric bill until the agent has shared the terms of the contract and you have decided to switch suppliers.
- Ask to see an employment ID.
- Watch for misleading literature promising lower utility costs and/or savings.
- If you are not interested in switching or feel afraid, hang up or shut the door.
- Free promotions may not offset higher utility bills.

### Tips to Help Make an Informed Decision

- An electric supplier must be certified by the ICC to do business in Illinois.
- Check [PlugInIllinois.org](https://www.pluginillinois.org) if you are considering changing your electric supplier. Here you can access FAQs, complaint statistics, and the supply price to help you make an informed decision.
- All suppliers must provide a Uniform Disclosure Statement prior to enrolling you.
- Illinois law allows consumers to cancel service with an ARES without being charged an early termination fee or penalty.

### Be sure to ask these important questions:

- What rate is the company charging and how does that compare with the utility's price to compare?
- Is the rate quoted an introductory offer? Is it a fixed rate offered for a set period of time, or a variable rate subject to change?
- Does the company charge any additional fees?
- Is the contract automatically renewed, and if yes how do prices and terms change at that time?

If you wish to file a complaint with the ICC or have questions regarding retail suppliers, please call 1-800-534-0795 or visit [www.icc.illinois.gov](http://www.icc.illinois.gov)



Illinois Commerce Commission



@ILCommerceComm